



## **Lift-Off Lotto, the official National Lottery of the Royal Air Forces Association: Full Terms and Conditions: including complaints procedure.**

1. These Terms and Conditions are the Lottery Rules. By entering the lottery, entrants agree to be bound by these rules.
2. This lottery is being promoted by and on behalf of the Royal Air Forces Association (RAFA) and is called Lift-Off Lotto
3. For the purpose of the Gambling Act 2005, this lottery is defined as a 'Society Lottery.'
4. This lottery is licensed by the Gambling Commission under the 2005 Gambling Act, and is promoted by Ann Abbey, The Royal Air Forces Association, 117 ½ Loughborough Road, Leicester LE4 5ND. Charity number 226686 (England & Wales SC037673(Scotland)
5. To enter the lottery, you must be a UK resident aged 16 (sixteen) or over. We reserve the right to ask for proof of age.
6. There will be TWO guaranteed weekly winners. 1<sup>st</sup> & 3<sup>rd</sup> prizes are guaranteed to be won every week. The 2<sup>nd</sup> prize is not guaranteed to be won and if a winning number is not drawn for this prize it will be rolled over to the following week until won, up to a maximum of £10,000.
7. All tickets shall be priced at £1.00
8. All lottery entry sales are final and no refunds shall be made at any time. All entrants acknowledge that their payment of £1.00 per ticket to enter the lottery does not guarantee that they will win any prize.
9. The draw for the prizes will be made at the premises of Sterling Management Centre and will be held weekly. You do not need to be present at the draw to win the lottery.
10. If a cash prize is awarded, this will be made by cheque in the name of the entrant only.
11. Full payment for each ticket must be received either in the form of cash or cleared funds before the ticket can be entered into the draw. Only tickets for which full payment has been received either in the form of cash or cleared funds is eligible to win the prize.
12. The winners of the lottery prizes will be notified officially by letter with the prize cheque enclosed.
13. All entrants are solely responsible for providing RAFA with their accurate and up-to-date contact details and RAFA will be in no way liable for any failure or inability to contact any entrant due to any errors, omissions or inaccuracies in the contact details that the entrant has provided. In the event that an entrant changes their contact details, they will be solely responsible for advising RAFA of the change.
14. By accepting the prize, the winner agrees to take part in promotional activity and RAFA reserves the right to use the name and address of the winner, their photograph and audio and/or visual recordings of them in any publicity unless prior notification has been received.
15. Each player game number is unique. A randomly selected game number will be issued with the confirmation of entry. Any member may subsequently request an alternative game number if they wish at any time and this will be issued providing that it has not already been allocated to an existing member.
16. Lottery membership can be cancelled at any time by notifying RAFA in writing, by phone or via e-mail.
17. In the event of the death of a player, any remaining credit in the player account will continue to be played until exhausted. No refunds are given to third parties. Should the player number win, the prize cheque will be issued to the deceased's bank account or, if notified, forwarded to the solicitor or Will executor who is dealing with the estate to include as an estate asset. In the case of releasing funds to an executor, written proof of executor status will be required.
18. RAFA shall not be liable to the member for any loss or damage suffered or arising from:-
  - any delays or failures in the postal service or other delivery methods used by RAFA, or the member from time to time.
  - any delays or failures in any software or other systems used by RAFA for the administration of the lottery.
  - any delays or failures in the Banking system used by RAFA or the member.
  - any refusal by RAFA to accept registration of an individual as a member or the cancellation of a member.
  - any failure to enter a chance into the draw.
  - any event beyond the reasonable control of RAFA
19. Nothing within these terms and conditions shall create or should be construed as creating any form of contract between any entrant and The Royal Air Forces Association.
20. Any complaints relating to the lottery should be sent in writing either letter or email to Neil Everall, Lift-Off Lotto, The RAF Association, 117 ½ Loughborough Road, Leicester, LE4 5ND – [neil.everall@rafa.org.uk](mailto:neil.everall@rafa.org.uk). You should give full details of the complaint and supply any supporting documentation. The complaint will be investigated without prejudice on an individual basis, with acknowledgment of receipt being sent within 14 days of receipt. Along with the acknowledgment we will include an initial estimate of the total time it will take to investigate and resolve any of the issues

or problems raised in the complaint. Complaints relating to direct debit payments are also covered under the Direct Debit guarantee scheme.

21. RAFA is committed to protecting the member's privacy. Data that is collected from the member is used lawfully in accordance with the Data Protection Act 1998 and is used solely for the purpose of processing lottery chances, subsequent entry into the lottery draw, and informing winners that they have won a prize.
22. Any member has the right to access the information held about them. To obtain this information, please contact Neil Overall in writing.
23. RAFA will not sell, rent or grant access of any personal data to any third party without express prior permission.
24. In the event of any dispute regarding the rules, the decision of RAFA shall be final and no correspondence or discussion shall be entered into.
25. RAFA reserves the right to amend these rules at any time. If RAFA does this, it will publish the amended rules.
26. RAFA reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant has breached any of these rules.
27. The RAFA member responsible for the promotion of the lottery is Neil Overall, Lift-Off Lotto, The RAF Association, 117 ½ Loughborough Road, Leicester, LE4 5ND.
28. Each entrant should retain a copy of these Terms and Conditions for their reference.
29. This lottery is a form of gambling. Participants are encouraged to gamble sensibly. Please refer to our responsible gambling policy
30. A copy of these rules may be obtained by sending a stamped addressed envelope to Neil Overall, Lift-Off Lotto, The RAF Association, 117 ½ Loughborough Road, Leicester, LE4 5ND or by downloading it from the web site [www.lift-off-lotto.org.uk](http://www.lift-off-lotto.org.uk).
31. The Laws of Great Britain shall govern the interpretation and/or enforcement of these Terms and Conditions and RAFA and all entrants hereby submit to the exclusive jurisdiction of the English courts.